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2. Gather diagnostic information.
3. Submit the problem to ARKHOS Support Center in one of the following ways:
 - a. Online through the [Support Portal](https://support.globlue.com). (<https://support.globlue.com>). You can open, update, and view all of your service requests from the service request page.
 - b. By phone (832) 460-6474 during working hours 8:30-5:00 CST.
 - c. By email support@globlue.com.